



SITE COORDINATOR

ABOUT THE CUYAHOGA EITC COALITION

Through Cuyahoga EITC Coalition volunteers, low-income taxpayers receive free quality tax preparation, wealth building opportunities and other services in order to strengthen our neighborhoods' economies. With the help of 300 volunteers, 25 Site Coordinators, and 40 partner organizations, the Coalition is able to provide free tax preparation to over 10,000 residents each year.

OVERVIEW OF POSITION

Site Coordinators will help to recruit and supervise volunteers at their respective Volunteer Income Tax Assistance (VITA) site. Site Coordinators are responsible for troubleshooting minor technical issues with the TaxWise software, answering client and volunteer's tax questions, attending mandatory site coordinator training and all Site Coordinators must obtain Site Coordinator Certification as well Advanced Level IRS Certification. Site Coordinators will also be responsible for weekly reporting and end-of-season debriefing with Cuyahoga EITC Coalition staff.

This position will be responsible for partnering with Detroit Shoreway Community Development Organization (DSCDO) and Metro West Community Development Organization (Metro West) for the **Gordon Square Arcade** (6516 Detroit Avenue) and **Lin Omni** locations (3167 Fulton Rd #303).

KEY RESPONSIBILITIES:

- Arrive promptly to each shift to ensure that the tax site is open and ready.
- Assist with the recruitment and retention of volunteers.
- Supervise all volunteers.
- Ensure all volunteers receive their IRS certification and prepare returns only up to that level.
- Manage volunteers' schedules and assure volunteer coverage conforms to tax site schedule.
- Publicize free tax preparation.
- Provide expertise and assistance upon request or as needed by volunteers.
- Ensure that portable equipment is under the care of a volunteer and/or the site coordinator at all times.
- Ensure confidentiality of all sensitive information from clients and volunteers.
- Respond to client questions and resolve problems as they arise and in a timely manner.
- E-filing all tax returns within 24 hours of their completion.
- Ensures that Quality Reviews are being completed for all tax returns.
- Ensure that rejected returns are corrected and resubmitted within the allotted time.
- Work directly with IT department if software issues arise

- Work directly with 211/First Call For Help for appointment scheduling and to create and maintain an open line of communication
- Performs all responsibilities that will ensure the safe and efficient operation of the VITA center.
- Follow all IRS and Coalition rules and requirements put forth to ensure taxpayer and volunteer satisfaction and safety.
- Create a positive experience for volunteers and clients seeking services from a VITA site.

QUALIFICATIONS:

- Must be able to work flexible hours from January through April.
- Excellent organizational and leadership skills.
- Strong verbal communication skills.
- Good interpersonal skills and comfort with a wide range of people.
- Demonstrated computer skills to operate tax preparation software and other activities related to tax preparation and volunteer coordination.
- Ability to problem solve and resolve conflict.
- Ability to take initiative and work with minimal supervision.
- **Bilingual (English-Spanish) preferred**

EQUAL OPPORTUNITY

Detroit Shoreway Community Development Organization and Metro West Community Development Organization are Equal Opportunity Employers.

COMPENSATION:

- **Part time, hourly position effective December 1, 2018-April 30, 2019**
- \$16/hour, plus \$50/month cell phone allowance for 5 months
- Hours
 - **December 1, 2018-January 20, 2019**
 - 15-20 hours of training in December 2018, consisting of two (2) meetings/training dates
 - Tentative: one (1) additional meeting/training in early January 2019
 - **January 21, 2019-April 15, 2019**
 - Mondays and Tuesdays, 4:30-8:30pm – **Gordon Square Arcade Location**
 - Wednesdays and Thursdays, 4:30-8:30pm – **Lin Omni Location**
 - Saturdays, 9:30am-5:30pm – **Lin Omni Location**
 - **April 15-April 30, 2019**
 - Year End Wrap Up (hours TBD)

SEND RESUMES AND COVER LETTERS TO:

Please e-mail or mail cover letter and resume by **Friday, October 26, 2018 at 5:00pm** to:

Detroit Shoreway Community Development Organization
 Attn: Jenny Spencer
 6516 Detroit Avenue, Suite 1, Cleveland, Ohio 44102

E-MAIL: jspencer@dscdo.org

NO PHONE CALLS, PLEASE